

WMA Instrument News

Observing Systems Division

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Question from the field...

Level Troll Battery Replacement

Hello,

I have several In-Situ Level Troll Transducers that need battery replacements and calibrations checks. Is it possible to replace the internal battery or will I need to purchase an external battery? Can you still perform a calibration check on a Level Troll with no internal battery power if I provide an external battery. I noticed that you don't have external batteries on 1stop. What is the charge for a calibration check? Thanks.

HIF's Expert Response:

These sensors have a 3.6-Volt internal lithium battery. It cannot be replaced because the sensor must be cut open to remove it. They typically work properly until the remaining power falls to 30%, depending on the temperature and sampling frequency. If the available charge falls below 30%, the sensor can fail at any time.

If a sensor is not communicating either by SDI-12 or their software package WinSitu, there is hope. In-Situ has informed me that data can be retrieved from these malfunctioning sensors approximately 95% of the time. They will scrap the damaged sensor and send the data to me, and I will forward it to you. Just make sure to include the request on your HIF RMA. The total cost for this service will be approximately \$290.

The good thing about In-Situ is if you have an out-of-warranty sensor and it's still working properly, you can send it to the HIF. We can verify the calibration for a HIF repair service charge of \$90. However, please check your cable first if you have communication issues to ensure that the sensor really is the cause of the problem.

If you have any questions, please contact Mark Carnley (mcarnley@usgs.gov) at (228) 688-1260.